

Financial Services Guide

Sydney Credit Union Ltd

ABN 93 087 650 726

AFSL 236476 Australian Credit Licence Number 236476

Financial Services Guide

Date **27 February 2017**

Information in this brochure is current from the above date.

SCU's Financial Services Guide (FSG)

This FSG is designed to help you decide whether to use SCU's products or services. The FSG contains information on:

- our financial services and products;
- remuneration we, or any other relevant person, may receive in relation to our financial services;
- how we deal with complaints;
- our contact details.

The information in this FSG on our financial services relating to deposit products and non-cash payment facilities is limited to:

- how we deal with complaints; and
- our name and contact details.

Other Documents You May Receive

You may receive a separate Product Disclosure Statement (PDS) when you apply for, or we recommend that you acquire, a financial product. A PDS sets out the features, benefits, costs and risks associated with the product, to give you information to help you decide whether or not the product is right for you. Not all financial products have a PDS.

About SCU

SCU's mission is to be considered by our members as their number one financial service provider.

Our Products and Services

We are licensed by the Australian Securities and Investments Commission (ASIC) to advise on and deal in a range of products.

- **Deposit Accounts**
transaction, savings and term deposit accounts.
- **Non-cash Payment Facilities**
such as member chequing, Visa Cards, internet and telephone banking.
- **Access to Financial Planning Services via Referrals to a Planner**
Financial Planning Services to be provided by Bridges Financial Services
- **International telegraphic transfers, foreign exchange, travellers' cheques** provided by American Express International Inc.
- **Cash Passport**
provided by Access Prepaid Australia
- **Western Union Money Transfer**
provided by Western Union Holdings
- **Insurance**
General Insurance: e.g. Home & Contents, Landlord, Travel, Motor Vehicle & Consumer Credit Insurance (Loan Repayment).
Provided by Allianz Australia Insurance Limited. Access to Life Insurance via Referral, with services provided by Zurich.

Other business relationships and associations

We act as a distributor, agent or a referrer for third party product issuers and receive commissions from them as outlined in the tables below.

SCU is a shareholder of Credit Union Services Corporation (Australia) Limited ABN 95 087 822 455.

(CUSCAL), is a company that provides services to us and to many other credit unions. Through arrangements with CUSCAL, we offer cheque and rediCARD facilities. CUSCAL is a principal member of Visa International and we offer Visa products as a result of that relationship.

SCU is a member of the BPAY electronic payment scheme operated by BPAY Pty Ltd ABN 69 079 137 518 and therefore offers BPAY facilities.

Product	Product Issuer
Consumer Credit Insurance	Allianz Australia Insurance Limited ABN 15 000 122 850 (Allianz)
General Insurance (e.g. home, contents or car insurance)	Allianz
CTP Insurance	Allianz
Boat Insurance	Allianz
Cash Passport	Access Prepaid ABN 47 145 452 044, AFSL 386 837
Travel Insurance	Allianz
Foreign Currency	American Express Australia Limited ABN 92 108 952 085 (AMEX)
Travellers Cheques	AMEX
Telegraphic Transfers	AMEX
Drafts/Foreign Cheques	AMEX
Money Transfer/Money in Minutes	Western Union Business Solutions (Australia) Pty Limited ABN 24 150 129 749 (Western Union)
Life Insurance Referral	Zurich Financial Services Australia Limited ABN 11 008 423 372 (Zurich)
Landlords Insurance	Allianz
Financial Planning, Investment advice and Life Insurance referrals	Bridges Financial Services Pty Ltd ABN 60 003 474 977 (Bridges)

Details of who the relevant product issuer is will be included in the Product Disclosure Statement for that insurance product.

Commissions & Referral Payments

Product Group	Commissions	Referral Payments
Allianz	Consumer Credit 20% Home & Contents 10-18% Motor 5-10% Landlords 18% Commercial 10% Travel 30% CTP 5% Profit share arrangement 40% on general insurance & 50% on consumer credit	-
Club Marine/Allianz	10-15%	-
AMEX	System generated mark up on all inward/outward foreign currency and telegraphic transfers 0.50% FX4You transactions 1.00%	-
Western Union	38%	-
Access Prepaid	Cash passport 1% load or reload Profit share 0.55% under \$10m or 0.65% over \$10m	-
Zurich	-	10-20%
Bridges	-	Upfront referral 22.5% Monthly incentive payments 6-14% Volume incentive payments 0.10-0.20% Life Insurance referrals payments 10%

Employee Benefits

Our representatives are salaried employees but they may also receive an incentive payment based on achieving certain set performance indicators.

What To Do If You Have a Complaint

First, contact a member services officer at our Member Contact Centre on **13 61 91**.

If you need further assistance, you can use our internal dispute resolution service: see our Dispute Resolution Brochure for details.

We also belong to the Financial Ombudsman Service. (FOS)

Telephone **1300 780 808** or write to

GPO Box 3, Melbourne VIC 3001

Email: info@fos.org.au

Website: www.fos.org.au

This way, if we cannot resolve your dispute with us, you can have the matter determined independently by FOS.

About this FSG and Updates

All details are current as at the date of this FSG. We will publish minor changes on our website. We will update the FSG if there are significant changes.

How to Contact Us

Please contact us or give instructions in relation to any of your credit union accounts or services by:

Mail: **Sydney Credit Union Ltd.,
PO Box 444, Blacktown NSW 2148**

Telephone **13 61 91**

Fax: **(02) 9678 2181**

Email: enquiries@scu.net.au

Website: scu.net.au

Branches: **See our website for full details**



scu.net.au